



FAA Intercom

Delays Decline as Training, Collaboration Take Effect

The FAA reduced air traffic control delays by more than 11 percent in the quarter ending June 30, compared to the same period in 2000, with some help from the weather and big payoffs from increased training and collaboration.

Although the threat of severe summer weather is far from over, the agency's Spring/Summer 2001 (S2K+1) plan is making its mark. Not only is the number of delays down but passenger delays have been cut 26 percent.

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STARS Shines in First Public Demonstration



Administrator Garvey appears to have STARS in her eyes during the press event demonstrating the new technology. At left is NATCA's John Carr and PASS's Tom Brantley. The Raytheon employee at right is unidentified.

TSP Contractor Sued

A federal board has filed a \$350 million lawsuit against the company it hired to develop a new record keeping system for the Thrift Savings Plan.

The Federal Retirement Thrift Investment Board also terminated the contract it awarded to American Management Systems in 1997. The company was to develop a customized record-keeping system using commercial off-the-shelf equipment. The new system would improve the efficiency of the federal government's TSP program and allow the board to offer two additional TSP investment

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"It's like comparing a Cadillac to a Model T."

That's how one former controller compared the new square STARS monitors to the current round screens used by controllers.

The ex-controller was among a large contingent of media representatives and FAA employees who saw STARS (Standard Terminal Automation Replacement System) demonstrated at Headquarters on July 10.

Two days later, a special van equipped to demonstrate STARS' capabilities hit the road on an East Coast tour. The van eventually will visit all FAA facilities — nearly 200 in total — scheduled to receive the system.

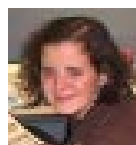
Controllers, technicians and other agency employees will be able to view the equipment and software that will replace air traffic control computers and displays, improving service to aircraft flying in congested areas around airports.

Although the van had a few mechanical problems at the outset, it's well on its way now. That's probably not a surprise to anyone familiar with STARS, a program that has experienced a few bumps in the road itself. Technical problems and union concerns forced modifications to the program and some delays. Criticism from Congress ensued.

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In This Issue:

Read about Section 508, interns overcoming disabilities, rocketing to education, Europe's interest in hazmat, mentor programs and much more!



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News in Brief

Hazmat Kiosk Opens at Hartsfield

The FAA's Dangerous Goods and Cargo Security Program opened another information kiosk at Atlanta Hartsfield International Airport. This is the second such display installed at Hartsfield and the 11th overall at major U.S. airports.

The 7-foot-tall kiosk shows common household products and other items routinely used by the public that could become lethal if carried on aircraft.

Some of the materials are obviously dangerous: flammable liquids, fireworks, bleaches and acids. Others might surprise some passengers. Batteries, butane lighters and strike-anywhere matches all pose safety threats on aircraft.

Delta Air Lines, whose main hub is in Atlanta, has developed a brochure for passengers to advise them of items they may not carry aboard in checked or carry-on baggage.

Employees Could Gain from Frequent Flyer Overhaul

Federal employees might be able to keep the frequent flyer miles they accrue during government travel if the Bush administration gets its way.

FedNews, an online electronic newsletter, reported the Bush administration is considering legislation that would allow federal employees to keep their frequent flyer miles rather than returning them to the agency for which they work.

Comptroller General David Walker suggested changing frequent flyer rules earlier this year. Walker was quoted as saying the change would send a message to employees that they are trusted and respected, and could help in recruitment of new employees and retaining current staff.



A new information kiosk at Atlanta Hartsfield Airport gives passengers insight into the types of materials that can prove dangerous if stowed aboard an aircraft.

Trinidad and Tobago Doesn't Meet ICAO Standards

The FAA said Trinidad and Tobago does not comply with international safety standards set by the International Civil Aviation Organization (ICAO). The Category 2 rating follows a reassessment of the country's civil aviation authority, which had held a Category 1 passing rating.

The rating is part of the FAA's International Aviation Safety Assessment program, under which the agency assesses the civil aviation authorities of all countries with air carriers that operate to the United States.

The FAA considers several elements when rating foreign civil aviation authorities. It evaluates whether there are laws that give authorities the ability to adopt regulations that meet ICAO's minimum requirements. It considers whether current regulations meet ICAO requirements.

The FAA also looks into an authority's air carrier certification, inspection procedures and surveillance programs, and whether the authority has the organizational structure and proper staff to operate effectively.

General Aviation Industry Shows Strong First Half

General aviation manufacturers did record business in the first half of 2001.

Some \$4.4 billion worth of business and general aviation aircraft were sold through June 30, 2.8 percent more than the first half of 2000, according to statistics released by the General Aviation Manufacturers Association.

Export billings also reached record levels during the period, increasing by 23.4 percent to \$1.2 billion. The numbers were bolstered by record shipments of turbojet airplanes to the United States and abroad.

Submitting Stories to *FAA Intercom*

The *FAA Intercom* is normally published during the second week of each month. Employees who would like to contribute articles or story ideas should cc:Mail Editor Jim Tise or call him at (202) 267-3443. The *FAA Intercom* does not print by-lines.

Photos also are considered for publication. Only copies of photographs should be submitted. Do not send negatives. Digital images in tif or jpg formats are acceptable.

The deadline for the September issue is Aug. 23. Deadlines could change, depending on circumstances. Contact the editor for further information.



A Flood of Sick Leave Helps the Survivor of a Crime

On April 8, 1999, Lourdes Sanabria walked out of the Miami Flight Standards District Office with plans to see her boyfriend for dinner. On March 21 of this year, she returned to work in a wheelchair, ready to begin part-time work after spending nearly two years in the hospital and therapy.

In all that time, Sanabria, 23, never missed a paycheck because her FAA coworkers volunteered more than 4,000 hours of sick leave.

Sanabria's story begins with a crime. On the night of April 8, she was stopped at a red light on her way home from her dinner date. She was a woman on the cusp of her professional career. She was attending college and supporting her widowed mother.

She could speak two languages and was looking forward to taking her check ride to gain a commercial pilot rating. She dreamed of someday becoming an airline pilot.

That night a drunk driver nearly ended that dream and has indefinitely postponed it. Drag racing, the driver lost control of his car and slammed into the driver's side of Sanabria's car.

Sanabria sustained severe injuries with multiple fractures on the left side of her head. She was transported by helicopter to a local hospital, where she was admitted in a coma. It was unclear if she would live.

Survive she did, but her road to recovery has been a tough one. Emerging from the coma after three months, Sanabria could not breathe on her own, eat or talk. She could barely move, in fact. She needed to relearn most of the basic lessons from her childhood.

Adding to the difficulties surrounding her convalescence was her financial state. Sanabria started working at the Miami FSDO less than six months before the accident, so there was little sick leave on which she could draw. She was a year shy of qualifying for disability retirement under the Federal Employment Retirement System.

She'd just purchased a townhouse that she intended to share with her mother. Complicating matters was the fact that no one else was named on her bank account and her paycheck was a direct deposit, something only Lourdes herself could change. Therefore, her mother did not have access to the money she needed to make the mortgage payments.

The Miami FSDO sent out a call for help. Her office entered her into the leave donor program.

Sanabria's plight aroused the compassion of FAA employees across the country. The Southern Region personnel office was overwhelmed by faxed leave donations coming in from Alaska, California,

New York, Texas and even overseas. Donations came from many lines of business.

Sanabria's previous employer took over the mortgage payments on her townhouse for several months and helped her mother gain legal access to her daughter's bank account.

Instructors and students from the community college that Sanabria had attended collected money for her, supplemented by voluntary donations from FAA employees.

Her mother's and boyfriend's support and the goodwill of her friends and coworkers provided Sanabria with the time to wage the most crucial fight: regaining her strength and pursuing her dreams.

Today, Lourdes gets around in a wheelchair and is learning to use a walker. She has full use of her left arm and some use of her right. She understands and speaks both Spanish and English, although it is difficult for her to speak right now. She could still use some additional voluntary leave hours as she continues her recovery.

Her return to work is a milestone in her recuperation. Doctors say she has to start slow, but she will work three days a week for four hours each day. Her strong will and character keeps her going. She is young, only 25 years old, and she still dreams.



Lourdes Sanabria's return to work marks a milestone in her recovery.



Long Island SSC Makes Sure the Fix is in

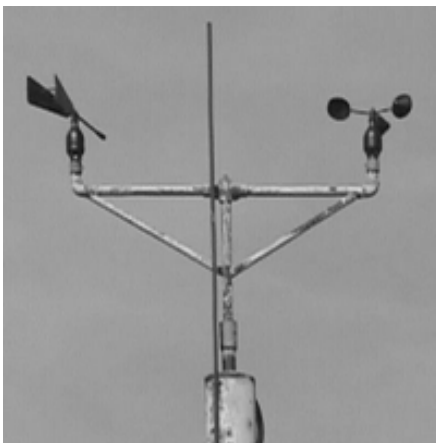
The answer: Six weeks to do a one-day job, tons of paperwork and bragging rights.

The question: What is often required when three federal agencies work together to solve a common problem.

Fortunately, the staff at the FAA's Long Island System Service Center (SSC) doesn't get the joke. They recently volunteered their services to fix a National Weather Service weather station installed on the Department of Agriculture's Plum Island Animal Disease Center.

Five times each day, employees at the Plum Island site gather weather information — such as wind direction and speed, barometric pressure, sky and sea conditions, and temperature — that they use to schedule boat operations to and from Long Island.

The information also is transmitted to the National Weather Service, which incorporates it in its national forecast that the FAA uses to help pilots plan routings and for en-route advisories regarding adverse weather.



Fixing the wind instruments atop this 50-foot-high pole required the combined efforts of the FAA, National Weather Service and Department of Agriculture.

When the wind instruments atop the 50-foot-tall pole at Plum Island stopped working, the impact was felt by all three agencies. Individually, none of the agencies possessed the necessary in-house resources to make repairs.

That's where the Long Island System SSC came into the picture. It engineered an innovative solution that revolved around a cooperative effort by all three agencies.

First, the Long Island facility borrowed a cherry picker from the JFK International Airport SSC and drove it to Orient Point, N.Y., where it was loaded on a Department of Agriculture boat for transport to Plum Island.

On Plum Island, an FAA technician met with three National Weather Service employees who brought new wind instruments. Employees at Plum Island had previously cleared a wide path to the base of the pole and the cherry picker was quickly put in place.

Donning harnesses to keep from falling, the FAA and National Weather Service technicians climbed into the cherry picker and were lifted to the top of the pole. New instruments to detect wind speed and direction were installed and calibrated. Mission accomplished.

In a period of less than a day, the FAA helped ensure the safety of the flying public and the marine safety of Department of Agriculture employees. It also aided the National Weather Service in its mission to the public.

Whether it's thinking outside of the box — or on top of a pole — the Long Island SSC cut through red tape and took a blue ribbon for efficiency and cooperation.

New Super Servers Better Coordinate Military, Civil, Commercial Flights

The FAA has taken a giant leap forward with the christening of new super servers for its Military Operations Network. These servers will drastically reduce downtime and speed up services for the network users.

The Military Operations Network is a suite of programs that allows the rapid communication of information to support various FAA initiatives.

For instance, the Special Use Airspace Management System (SAMS) is a scheduling tool essential to the implementation of Free Flight and a vital part of the FAA's airspace redesign.

The Department of Defense has long "reserved" large segments of the U.S. skies for military purposes. When they're not in use, the FAA may use them to route non-military traffic. It's like opening up extra lanes on a highway during rush hour. SAMS indicates when airspace reserved for the military is no longer in use and can be used by non-military aircraft, saving operators time and fuel while improving the efficiency of the National Airspace System.

SAMS also has the ability to automatically generate draft Notices To Airmen on special use airspace scheduled for use outside of normal hours.

The network also features the Central Altitude Reservation Function (CARF). This helps the CARF office handle DOD requests for airspace when running large scale or specialized missions.

Other software packages in development for hosting on the Military Operations Network include Spill Out Reporting, Presidential/VIP movement and Global Positioning System/Electronic Countermeasures (GPS/ECM) activity.

Spill Out Reporting and the analysis of these reports will help determine if a change in airspace, aircraft type or mission is necessary to resolve uncontrolled exits of military aircraft from their defined airspace.

The coordination of Presidential/VIP movement and GPS/ECM these activities is crucial to the smooth operation of the NAS.



Launching Students on the Path of Education

Air Traffic employee Randy Zemel left his last job because of the stress. "It's easier to get a plane from point A to point B than teaching a student," said Zemel, a former seventh- and eighth-grade teacher.

Still, the support manager at Milwaukee's Mitchell Air Traffic Control Tower has not lost his enthusiasm for education. In his off time, Zemel participates in the "Rockets for Schools" program in Sheboygan, Wis.

Using rocket launches, weather balloons and other projects, the program aims to stimulate student interest in science, math and technology, and future careers in aerospace technology.

In May, students from elementary, middle and high schools launched rockets that they designed and built themselves with help from FAA volunteers, Sheboygan Area School District and the Tripoli Rocket Association.

These aren't bottle rockets or small-kit models either. These "demonstration" rockets can reach 8,000-10,000 feet.

Zemel was involved from the planning stages to the final weekend launch, but it took many volunteers from the agency to make the student's hard work take off.

Controllers and staff from Chicago Center supported the event by obtaining the necessary authorization for the launch, while Green Bay Automated Flight Service Station specialists alerted pilots about the event and took other steps to ensure safety.

Great Lakes' employees Chris Koglin, Jeff Molnar and Ray Peterson attended the weekend launch with Zemel.

"The FAA has always been very cooperative," said Harlan Weber, co-director of Rockets for Schools and mathematics and science supervisor in the Sheboygan Area School District. "Randy was instrumental in working with the Civil Air Patrol, which provided planes for our launch weekend." This year's launch boasted a 100 percent success rate; all rockets were launched and recovered with payloads intact.

Planning for next year's launch already is underway and Zemel hopes to be a part of Rockets for Schools for many years to come. "It's a thrill. Being there with the young people gives me a positive feeling for the future," he said.

For more information on the Rockets for Schools program, visit the Web site at www.rockets4schools.org.
(Kristina McAlister, an APA intern, contributed to this article.)

The Tripoli Rocket Association demonstrates a high-powered rocket launch to Rockets for Schools participants.



New TSP Contract Awarded

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funds and other benefits authorized by Congress.

Since the contract award, the company has missed four straight deadlines to resolve problems with its system. The cost of the program has tripled to \$90 million.

The board has terminated American Management Systems contract and is suing for \$50 million in actual damages and \$300 million in punitive damages. It has replaced AMS with Materials, Communication & Computers Inc., of Alexandria Va., which is under contract to complete the project in one year for no more than \$20 million.

Board Executive Director Roger Mehle said, "It has become evident that AMS is incapable of fulfilling its commitments. This appears to be a very different company from the one with which we contracted in 1997."

The board has made modifications to its current software so that the new benefits — including the introduction of the international and small capitalization funds — could be offered to federal employees.

Still to be implemented is a daily valuation mechanism in which the value of a participant's account is calculated daily, rather than monthly. Daily valuation also allows a participant to transfer money in between funds effective on the same business day without having to wait as long as a month, as in the current system. The processing of loans and withdrawals should also quicken under daily valuation.

The TSP had \$100 billion in assets and 2.5 million participants as of June 30. Already the largest defined contribution plan in the world, TSP could double in size when 2.7 million military employees become eligible to participate in October.



Section 508 Connects Disabled with Electronic World

The FAA wants to make sure its electronic information technology is accessible to customers and employees with disabilities. And it needs the input of its employees to make sure it succeeds.

Under Section 508 of the Rehabilitation Act of 1973, the federal government must move beyond physical accommodation to ensuring that persons with disabilities have access to information technology.

As of June 21, the agency must purchase electronic information equipment that can be used by persons with disabilities. Some examples include screen reading devices and voice recognition software. Training videos must be close-captioned for those with hearing disabilities. Computers will come with software that allows people with limited hand movement to operate a simulated on-screen keyboard.

Sound files installed on computers will let employees know when printers or copiers have finished their jobs.

The agency also must purchase fax machines, telephones, video and multi-media equipment, and software designed for use by persons with various disabilities.

The Office of Information Services, which leads this effort for the FAA, is reaching out to the regions and lines of business for help in assessing the agency's needs in complying with Section 508.

The FAA is setting up a Section 508 point of contact in each line of business (see shaded box at right). They will assist in education and training, development of policies and procedures to ensure Section 508 compliance, and providing recommendations and expertise regarding implementation issues and solutions.

"We need to know how this affects our people in the field so that we can develop effective processes and procedures. We can't do that without their expertise and feedback," said Deborah Douglas-Slade, the FAA's Section 508 coordinator.

The agency already has moved to ensure that its public Web pages comply with Section 508. It has set up a help desk to handle e-mail complaints from customers and employees about Web page accessibility. It also is developing standard operating procedures for contracting officers and other employees involved in procurement.

The Office of Civil Rights is spearheading the agency's commitment to accommodate people with disabilities in the workplace and achieve a positive work environment. Non-compliance could lead to people with disabilities filing complaints with the agency.

Douglas-Slade pointed out that as the workforce matures and the hiring of people with disabilities continues there would be a greater need for assisting technology that allows them to use electronic information technology. It also enables the FAA to better serve customers with disabilities.

Visit the Section 508 Web site at <http://interweb.faa.gov/aio/508> for more information. Or, contact Douglas-Slade at (202) 493-4614.

Section 508 Points Of Contact

(All area codes are 202 unless otherwise noted)

ABA	Rodney Herron	267-9073
ACR	Deena Collier	267-8436
ACS	Tom Sullivan	267-9693
ACT	Steve Beamer	(609) 485-5823
AGC	Bob Zuckerman (Legal Procurement)	267-3480
AGC	Julia Rhodes (508/504 Issues)	366-5058
AHR	Mark Jackson	267-8084
AMC	Alex Santa-Pinter	(405) 954-0854
AOZ	Mamie Mallory	220-3317
API	George Chitwood	267-9979
ARA	Beverly Bond	267-9997
ARA	Ralph Randall (Acquisition/Procurement)	267-8903
ARC	Lorraine Berry	267-5852
ARP	Tim Booth	267-8796
AST	D. J. Stadler	267-7829
ASY	Wes Timmons	267-7011
ATS	Norma Lesser	493-4261
AVR	Tom Brown	267-9698
AIO	Grady McGhee	267-8091

Just Surviving Gets Old

That's the conclusion Kenny Maestas reached in the winter of 1997. A quadriplegic since suffering a broken neck in a 1987 car accident, Maestas experienced a run of emotions, from initial optimism after negotiating a settlement, to depression, anger and self-pity. He began to drink and for five years gave little thought to the future.

However, after being sober for almost eight years, to which he attributes most of his success, Maestas truly has fought his way back from the brink of self-destruction. His internship in the National Airspace System Operations office at Headquarters is the latest step in a story of perseverance.

Whatever self-pity he might have had is absent as he maneuvers his sleek, motorized wheelchair around tight corners of the Public Affairs office to be interviewed. Despite his disability, which would seem daunting to many, Maestas likes to get out and about.

He recalls the first time he felt freed from his disability. A physical therapist thought he was too smart to be just sitting around doing nothing. She urged him to get a driver's license. When Maestas got behind the wheel of a car for the first time in more than 10 years, he realized he didn't have to *continued on next page*



Deafness Plays a Minor Role in this Intern's Life

Dressed in black dress slacks and shirt, and silver tie, Yamil Burgos Rivera looks like what he is: a sharply dressed college kid.

He doesn't appear nervous, even though he's "just" an intern in a building full of PhDs, away from his Puerto Rican home for the first time in his life and working in a big government agency.

He doesn't seem fazed that's he's the focus of an interview that will be seen by 48,000 coworkers.

Or that he can't hear the questions being asked.

Rivera was born deaf. But that hasn't prevented him from getting an education, or from holding an internship at FAA Headquarters in the Office of Communications, Navigation, and Surveillance Systems.

With a little accommodation from the FAA, his summer internship has proceeded normally. Throughout the conversation, the only remarkable thing about Rivera's experiences as a person with a disability is how unremarkable his life seems.

"Deafness really plays a minor role in my life," he said through his interpreters. "It's part of who I am, but not all that I am."

From the age when he began thinking about such things, Rivera fully expected to lead a professional life. "I learned there were many things I could do if I could get an education," Rivera said.

His family recognized that deaf persons thought and did things differently, so they sought out role models for Rivera and his brother, who also was born deaf. They encouraged Rivera to join the Young Deaf Puerto Rican Theater where he associated with other kids who shared his disability. Rivera also joined Puerto Rico's association for deaf persons.

Now a senior at the Polytechnic University of Puerto Rico, Rivera is majoring in electrical engineering. He submitted his name to the Hispanic Association of Colleges and Universities interns list earlier this year and quickly came to the attention of Gene Lane, the FAA's manager of the People with Disabilities Program.

"I was thrilled," Rivera recalled after hearing about his internship. "It was beyond



Yamil Burgos Rivera

my expectations."

Rivera provides software support, development and certification in Excel and Access databases. He's learned a lot about how the agency develops its policies and procedures

regarding flight rules.

To help Rivera manage his disability, the FAA provided interpreters and a TTY device for his phone.

Steven Wolf, deputy product lead in the Navigation Systems Implementation office and one of Rivera's supervisors, said the minimal amount of assistance they provided for Rivera has been well worth the cost. Wolf said Rivera is a hard worker who had quickly learned the software he needs to complete his projects. His disability hasn't kept him from communicating with other employees or making friends.

Intern Maneuvers His Way Through FAA *continued from page 6*



Kerry Maestas

be stuck at home anymore doing nothing.

"I literally had to pull over to wipe the tears from my eyes," he recalled.

He smiled at the memory of the phone call from Gene Lane, the

FAA's manager of the People with Disabilities Program. Lane had found out about Maestas' talents in computer animation and Web design from the Hispanic Association

of Colleges and Universities. Anxious to recruit him for a summer internship, Lane made a personal recruitment call to the Colorado resident.

Accommodations would have to be made for Maestas' disability. The desktop in his cube would have to be raised so that his wheelchair could fit under it. The FAA would have to pay for Maestas' personal attendant, who helps him get dressed and showered in the morning and ready for bed at night.

Parking arrangements were made. Most impressive to Maestas was the special "Out of Service" magnet the FAA gave him when he needed to use the bathroom.

Because his female attendant must accompany him, Maestas can place the magnetized sign on any empty men's or women's room while he uses it.

"The FAA has bent over backwards to help," Maestas said. "I just want to say thanks to everybody here. Everybody from management on down has been wonderful."

Was Maestas worth the effort?

"Kerry is fantastic," said his supervisor, Pat Lewis. She described a self-motivating employee who has tackled a number of projects and learned new software on his own. "He's been worth the money we spent," she said.



Recognition

Great Lakes Regional Administrator **Cecelia Hunziker** recognized seven Chicago Department of Aviation employees for their partnership efforts in promoting aviation safety at Chicago O'Hare International Airport.

The Airline Suppliers Association presented **Ken Reilly**, manager of the Suspected Unapproved Parts (SUPS) Program Office, with its Edward J. Glueckler Award for outstanding contributions to the association.

In related news, Reilly awarded District Coordinators **Sal Scalone** (Eastern Region) and **Tony Janco** (New England Region) plaques and letters of recognition for their outstanding efforts in support of the SUPS program.



Scalone (left) and Janco support the SUPS program in their respective regions.



Kevin Kuniyoshi

Shinyu Kevin Kuniyoshi from the Los Angeles Aircraft Certification Office received an Arthur S. Flemming Award in the administrative category. He worked on a joint certification effort between the FAA and the Joint Aviation Authorities of Europe. The Flemming awards honor the work of federal employees.

The American Helicopter Association awarded its 2001 Harry T. Jensen Award to a national team of rotorcraft safety experts that included members of the FAA's **Office of Aviation Research**. The award was accepted on behalf of the **William J. Hughes Technical Center's crashworthiness team**.

The William J. Hughes Technical Center's **Laboratory Management Division** has attained a top international quality rating – the ISO 9001 quality assurance standard. This rating from the Quality Management Institute is granted to operations that meet the most stringent international criteria as judged by an independent panel of experts.

Paul Wiater, head of the FAA's Hangar 6 based at National Airport, received an Outstanding Leadership Medal award from NASA Administrator Dan Goldin. Wiater manages a facility that effectively serves as the flight department for the FAA and NASA (via a reimbursable contract).

The Office of Airports presented its awards for excellence to 19 employees and teams who won, were runners-up or received honorable mentions in seven categories. This year's winners were: **Sharon A. Daboin**, Management Excellence; **Sheryl Scarborough**, Staff Excellence; **Rodney J. Joel**, The Ellis A. Ohnstad Award for Technical Excellence; **Barbara A. Simmons**, Administrative Excellence Award; **John B. Lott, Jr.**, The Extra Mile Award; **James W. Lomen**, Innovator Extraordinaire Award; and **Atlanta Airport District Office**, Team Excellence Award. **Donald Mimmis** from the Air Transport Association of America was presented the Airports Ally Award.

FAA Administrator **Jane Garvey** presented awards to representatives from the five universities comprising the new FAA Center of Excellence for General Aviation: Embry-Riddle Aeronautical University, University of Alaska, Florida A&M University, University of North Dakota and Wichita State University.



Administrator Garvey presents a Center of Excellence for General Aviation plaque to Congressman John Mica (R-Fla.), chairman of the House Aviation Subcommittee, during a ceremony on Capitol Hill.



The Office of Aerospace Medicine recognized 15 individuals and one team during its ninth annual awards ceremony. Dr. Jon L. Jordan, the Federal Air Surgeon, presented awards to **Dr. James E. Whinnery**, M.D. as Outstanding Manager; **Richard L. DeWeese**, Outstanding Innovator; **Dana M. Broach**, Ph.D., **David J. Schroeder**, Ph.D., and **Howard C. Harris**, M.A., Outstanding Team; **Patricia A. Wood** and **Shiela D. Gibson**, Administrative Excellence; **Nicole T. Vu**, Ph.D., Technical/Scientific Publication; **Kenneth G. Larcher**, AAM Mission Support; **Tracie L. Allison**, Outstanding Customer Service; **James L. Clemons**, Friend of AAM; **Dr. Robert S. Poole**, Flight Surgeon of the Year; **Charles B. Fish**, Inspector of the Year; **Drug Abatement Division**, Office of the Year; and **Susan K. Edwards** and **Jo Ann Perry**, Exceptional Regional Employee Performance.

The Northwest Mountain Region named the **Eugene (Ore.) Tower** facility of the year for 2000.



(From left) Dan Boyle, assistant manager of the Northwest Mountain Region's Air Traffic Division, presents a facility of the year award to Gerald Davis, Eugene SUPCOM representative; Steve Boyer, former Eugene NATCA representative; and Ruthann Couch, Eugene Air Traffic manager. At right is Bruce Johnson, Northwest Mountain's Air Traffic Division manager.



Dr. Jordan joins this year's award winners from the Office of Aerospace Medicine.

Delays Fall in Second Quarter

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Another leading indicator in the improvement in the delay situation is ground stops – when controllers have to hold up a plane's takeoff because of heavy volume or weather-related problems at the destination airport. Ground stop delays have dropped by a third during the three months ending June 2001. The total minutes of ground stop delays have decreased 42 percent. The average amount of time spent in a ground stop delay has decreased from 86 minutes to 74 minutes, a 14 percent reduction.

One of the key elements to S2K+1 has been training. More than 20,000 air traffic and industry employees have been trained to increase operational efficiency.

Collaborative decision making provides airline operations centers and the FAA with real-time access to National Airspace System information, such as weather data, equipment availability and delays. This collaboration helps manage the airspace and problems arising from severe weather more effectively.

Less recognized but no less important are the efforts of controllers, traffic management coordinators and specialists at the David J. Hurley Air Traffic Control System Command Center in Herndon, Va. It is there that the broad view of the nation's airspace is monitored continually.

Nav Canada, the FAA's counterpart in Canada, now participates in FAA conference calls with the airlines and has worked to develop routes that will accommodate approximately 400 additional flights per day.

This, along with access to additional military airspace off the East Coast, has helped the FAA achieve greater air traffic efficiency during the spring and is expected to help airspace efficiency through the summer.

Because the overriding problem of too much demand and not enough capacity persists, S2K+1 remains an ongoing initiative in which airports and airlines will continue to participate.



Back to Headquarters

FAA Employees Mentor Co-Workers in TWO Program

Thirty FAA men and women completed a program in June that helped them expand their personal and professional boundaries.

The Headquarters Mentor Program, sponsored by the Technical Women's Organization, held a number of events geared toward increasing the insight of FAA employees into themselves and the workings of the agency, and helping them enhance their personal and professional growth.

This year's group had representatives from grades five through 14. They received training in how to network and present a professional appearance, improve communications skills and application writing, and give better interviews.

Participants also received individualized development planning and assistance in setting goals. A panel composed of representatives from the senior executive service provided insight into their career paths.

After participating in the program, Sharon Harris, a program analyst in the Office of System Capacity, realized in hindsight that she had become complacent about her professional development. "If the Mentoring Program were not available, I would have probably gone another year without thinking to develop myself," she said.

Kelly Weathers, a management assistant in the Office of Architecture and System Engineering, said the program provided direction and motivation, and a network of friends within the agency. "My accomplishments with the TWO Program have brought nothing but pure satisfaction," Weathers said.



Participants in the TWO Mentor Program are joined by some of their mentors and supervisors at this year's commencement ceremony.

There will be a call this fall for applications for the next mentor program, to begin in January 2002. A broadcast message will be sent out later this year.

Program Manager Marcia Corey also encouraged FAA employees to become mentors. "The size and strength of the program depends on the number and interest of the mentors," she said. Those interested in becoming mentors may contact Corey at x78399.

Civil Rights Accepting Applications for EEO Positions

The Office of Civil Rights will conduct an Equal Employment Opportunity Counselor's training class Sept. 17-21. Persons interested in becoming an EEO counselor at Headquarters may submit their applications, along with memoranda of understanding signed by their first- and second-level supervisors, to Room 1030 by Aug. 31.

The vacancy announcement, which details the qualifications and duties of EEO counselors, may be picked up in Room 1030. Contact Helen Savoy at x73253 for more information.

Is There a Misfit with Organizational Strategy?

Stan Rifkin, a leading expert in process improvement, will speak on Aug. 15 from 9-11 a.m. in the auditorium.

Rifkin will be the guest speaker in the latest installment of the Chief Information Officer's distinguished lecturer series. He is a principal with Master Systems, co-chair of the Software Engineering Process Group's 2002 conference and former chief information officer at the American Association for the Advancement of Science.

The theme of his presentation is, "Process Improvements: Is There a Misfit with Organizational Goals?"

Rifkin has examined how organizations have succeeded by relating improvements to organizational strategy, including operational excellence, customer intimacy and product innovation. He will discuss his findings and offer suggestions about how the FAA might increase the effectiveness of its process improvement efforts.

The presentation is open to all government and contractor personnel. No registration is required. For more information, contact Elmie Lucier at x35984.



Day Care Center Playground Named after Former Employee

The Office of Aerospace Medicine helped dedicate the Headquarters' day care center playground to a former employee.

The late Bill McAndrew was honored for helping to establish the playground. The playground is roomy and fenced in with a variety of equipment on which the children can play. The old playground across the street from Headquarters was smaller and less secure than the new one.

McAndrew managed the Drug Abatement Division and the Program Management Division prior to his death from a brain tumor last Christmas Eve. He was 51.

In dedicating the plaque, Dr. Robert Poole, Medical Specialties Division manager, said, "If not for [Bill's] love of children and his insight, patience and perseverance, this

wonderful playground enjoyed by so many would not have come to fruition. So many families will be forever grateful to him for his efforts."

Present at the ceremony were McAndrew's wife, Debbie Burns; his daughter, Brigid; and son, Brendan.

Turn in Your Frayed Badges

TASC Security Operations reminds FAA employees and contractors to replace their frayed Department of Transportation identification badges as soon as possible.

Identification badges are the property of the DOT and can be confiscated by security if badly frayed or mutilated. To avoid having your identification confiscated, stop by Room 7334 in the Nassif Building to receive a replacement badge.

The identification office is open 10-11 a.m. on Mondays, Wednesdays and Fridays; and 2-3 p.m. on Tuesdays and Thursdays.

For more information, call x66990.

STARS Van Hits the Road

continued from page 1

But the path to STARS looks much smoother today, mainly due to the spirit of cooperation among several groups.

Administrator Jane Garvey alluded to this cooperation while speaking to a large media contingent at the demonstration. She said credit for STARS belongs to the people of the FAA, National Air Traffic Controllers Association and the Professional Airways Systems Specialists.

NATCA President John Carr and Tom Brantley, PASS national vice president, also extolled the cooperation that went into STARS' successful development.

STARS contractor Raytheon and the FAA sought input from hundreds of controllers and Airway Facilities technicians from around the country as they defined and tested how STARS should look, work and be maintained. The program is in use at the El Paso and Syracuse Terminal Radar Approach Control Facilities.

The newly formed Terminal Business Service, Automation Sector – formerly known as the Terminal Systems Integrated Product Team – sponsored the demonstration and the van.

The STARS van already has visited Oshkosh, Wis., for the air show, as well as Covington, Ky.

Scheduled next are Dayton, Ohio, Aug. 14-15; Port Columbus, Ohio, Aug. 21-22; and Cleveland, Ohio, Aug. 30-31.



The family of Bill McAndrew gathers around the plaque dedicating the Day Care Center playground in his honor. From left are son, Brendan; wife, Debbie Burns; and daughter, Brigid.



A Raytheon representative explains how STARS works in the demonstration van that has begun touring the country.

Photo: Kristina McAllister



Europe Follows FAA Lead on Hazmat

The British judge was clad in a somber black robe and white wig as he entered the courtroom in Reading, England. After reading all of the prosecution and defense documents and hearing two days of testimony, he was ready to rule.

He announced the British company on trial was guilty of improperly packaging and shipping a single oxygen generator to the United States. If the verdict didn't make an impression, then the hefty \$75,000 he assessed for court costs and penalties likely did. The FAA's dangerous goods/cargo security program in the FAA's Europe, Africa and Middle East Area Office had scored its first significant victory.

Liz Millikin, the FAA's Civil Aviation Security Liaison Officer for England, termed the verdict a "real success story." It resulted from close cooperation between England's Civil Aviation Authority and the FAA, and serves as an example of the type of cooperation the FAA wants to develop with civil aviation authorities in other European countries as they begin to emulate the FAA's crackdown on air transport of hazardous materials.

This prosecution demonstrates how seriously the United Kingdom's Civil Aviation authority takes the problem of improperly shipped oxygen generators.

Following the ValuJet accident in 1996, a number of new dangerous goods/cargo security specialists were placed in FAA regional and field offices throughout the United States, Belgium and Germany.

The dangerous goods/cargo security program is one of the most highly sought after FAA efforts within the Europe, Africa and Middle East regions. The U.S. Embassy in Brussels highlighted it in its mission plan for the next three years and plans to continue its support.

The FAA has opened nearly 400 dangerous goods enforcement cases involving foreign entities in the last 30 months and the number grows weekly.



FAAers participate in a joint inspection seminar with Spanish inspectors at Madrid's Barajas Airport.

Scores are now being processed in the legal system.

"Not a week goes by that we don't get questions or requests for assistance from security people in European aviation offices," said Carl Strombon, who – along with Bob Boling, Steve Perez and Shawn Lulkin – works in the FAA's European dangerous goods program.

In April, the European office arranged for dangerous goods specialists from the Miami Civil Aviation Security Field Office to escort Dutch and Canadian inspectors through South Florida airports and aviation facilities to demonstrate how the United States conducts high impact "hazstrikes," in which the FAA and other federal agencies make unannounced inspections of

companies involved in the transportation of hazardous materials. The Dutch are now considering a similar effort in their country.

During the same time frame, hundreds of outreach packages were mailed to companies, air carriers and repair stations in Europe, Africa, and the Middle East. Each contained safety information and warnings about dangerous goods and the hazards they pose. One package discussed the dangers of transporting oxygen generators while others discussed propane torches, fireworks, and batteries.

The dangerous goods/cargo security program also has made numerous presentations about dangerous goods to a wide variety of international aviation groups.

FAA Intercom

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